

Analyzing critical success factors in lean six sigma training

Abstract

Purpose: This study aims to assess the effectiveness of Lean Six Sigma (LSS) training by investigating critical success factors (CSFs) categorized into the domains of people, processes and technology. **Design/methodology/approach:** A survey methodology, information was used to collect information from a participant pool of 102 individuals. The collected data were analyzed using ANOVA to examine the relationship between CSF and LSS training. **Findings:** Organizing CSF significantly enhances the effectiveness of LSS training. High ratings were consistently observed for experienced instructors, structured materials and interactive elements. However, challenges were identified in evaluating the impact of training and the integration of e-learning platforms. These findings shed light on areas where improvements can be made to further enhance the outcomes of LSS training programs. **Research limitations/implications:** The sample size of 102 participants may limit the generalizability of the findings to a broader population. This study primarily examined short-term outcomes, so additional exploration of the long-term effects of LSS training is warranted. This research acknowledges potential bias in self-reported survey data and recognizes that personal perspectives may influence participant responses. **Originality/value:** This research contributes a nuanced perspective by categorizing CSFs into the domains of people, process and technology, offering a comprehensive understanding of their interplay. Acknowledging the challenges in training evaluation and e-learning platforms adds originality to the study and provides practical insights for organizations aiming to optimize their LSS training initiatives.

Keywords

Critical success factors; Lean Six Sigma training; Survey methodology